

Appendix A

Acronym List

This appendix includes a list of acronyms, with their full meanings, used throughout the Independent Study course. The acronyms are organized alphabetically.

ACS – Adventist Community Services

ARRL – American Radio Relay League

AMURT – Ananda Marga Universal Relief Team

CDR – Christian Disaster Response

CRWRC – Christian Reformed World Relief Committee

CWS – Church World Service

DCT – Donations Coordination Team

DFO – Disaster Field Office

EMI – Emergency Management Institute

EOC – Emergency Operations Center

ESF – Emergency Support Function

FDS – Friends Disaster Services

FEMA – Federal Emergency Management Agency

IAJVS – International Association of Jewish Vocational Services

IRFF – International Relief Friendship Foundation

LDR – Lutheran Disaster Response

MDS – Mennonite Disaster Service

MOU – Memorandum of Understanding

NDR – Nazarene Disaster Response

NERT – National Emergency Response Team

NETC – National Emergency Training Center

NFA – National Fire Academy

NOVA – National Organization for Victim Assistance

NVOAD – National Voluntary Organizations Active in Disaster

PDA – Presbyterian Disaster Assistance

SEMA - State Emergency Management Agency

TRAC – Terrebonnes Recovery Assistance Committee

UMCOR – United Methodist Committee on Relief

USFA – United States Fire Academy

VISTA – Volunteers in Service to America

VITA – Volunteers in Technical Assistance

VOA – Volunteers of America

VOAD – Voluntary Organizations Active in Disaster

VOLAG – Voluntary Agency

Appendix B

NVOAD Membership

This appendix includes a current listing of NVOAD member agencies as of January, 1999. For more information on a NVOAD member agency, you may also see the NVOAD home page on the internet at **www.nvoad.org**. This website includes direct links to all NVOAD member agencies. In addition to these NVOAD member agencies, there are many other voluntary agencies and community-based organizations that may respond to emergencies in local communities. Your local emergency manager or the local American Red Cross can provide additional information about these disaster relief organizations. For more information on U.S. based voluntary agencies that work abroad, see www.interaction.org.

Adventist Community Services
12501 Old Columbia Pike
Silver Spring, MD 20904

Contact Person: John Gavin
Telephone: 301/680-6473
Fax: 301/680-6464
E-Mail: 74617.461@compuserve.com

American Radio Relay League
225 Main Street
Newington, CT 06111

Contact Person: Rick Palm
Telephone: 860/594-0261
Fax: 860/665-7531
E-Mail: rpalm@arrl.org

The American Red Cross
8111 Gatehouse Road
2nd Floor
Falls Church, VA 22042

Contact Person: Jerry Collins
Telephone: 703/206-8635
Fax: 703/206-8833
E-Mail: collinsj@usa.redcross.org

Ananda Marga Universal Relief Team
North American Headquarters
7627 16th Street, NW
Washington, DC 20012

Contact Person: Clark Forden
Telephone: 202/829-8676
Fax: 202/829-0462
E-Mail: amurt-wdc@amps.org

Catholic Charities USA Disaster Response
1731 King Street, Suite 200
Alexandria, VA 22314

Contact Person: Jane Gallagher
Telephone: 703/549-1390
ext. 18
Fax: 703/549-1656
E-Mail: jgallagher@catholiccharities.usa.org

Christian Disaster Response
Office of the Executive Director
P.O. Box 3339
Winter Haven, FL 33885-3339

Contact Person: Ron Patterson
Telephone: 941/956-5183
Fax: 941/956-5183
E-Mail: Drpat@gte.net

Christian Reformed World Relief Committee
2850 Kalamazoo Avenue, SE
Grand Rapids, MI 49560-0600

Contact Person: Bev Abma
Telephone: 616/224-0738
Fax: 616/224-0806
E-Mail: abmab@crcna.org

Church of the Brethren Disaster Response
P.O. Box 188
New Windsor, MD 21776

Contact Person: Stanley Noffsinger
Telephone: 410/635-8731
Fax: 410/635-8739
E-Mail: cob_disaster_and_refugee.Parti@ecunet.org

Church World Service Disaster Response
475 Riverside Drive, #606
New York, NY 10115

Contact Person: Rick Augsburg
Telephone: 212/870-3154
Fax: 212/870-2236
E-Mail: rick@nccusa.org

The Episcopal Church Presiding Bishop's Fund for World Relief
815 Second Avenue
New York, NY 10017

Contact Person: Angela Cappiello
Telephone: 212/716-6025
Fax: 212/983-6377
E-Mail: acapiello@dfms.org

Friends Disaster Service
241 Keenan Road
Peninsula, Ohio 44264

Contact Person: Dean Johnson
Telephone: 216/650-4975
Fax: 216/650-2919
E-Mail: frnstdissv@aol.com

International Association of Jewish Vocational Services
1845 Walnut Street
Suite 608
Philadelphia, PA 19103

Contact Person: Marvin Kivitz
Telephone: 215/854-0233
Fax: 215/854-0212
E-Mail: iajvs@jevs.org

International Relief Friendship Foundation
4 West 43rd Street
New York, NY 10036

Contact Person: Kathy Winings
Telephone: 914/366-0558
Fax: 914/366-0558

Lutheran Disaster Response
8765 West Higgins Road
Chicago, IL 60631

Contact Person: Gil Furst
Telephone: 773/380/2822
Fax: 773/380/2493
E-Mail: gil_furst@ecunet.org

Mennonite Disaster Services
21 South 12th Street
P.O. Box 500
Akron, PA 17501

Contact Person: Tom Smucker
Telephone: 717/859-2210
Fax: 717/859-3875
E-Mail: tom_smucker@ecunet.org

National Emergency Response Team
221 Sheridan Blvd.
Inwood, NY 10096

Contact Person: Robert Van Deventer
Telephone: 800/NERTUSA
Fax: 516/371-6880
E-Mail: usanert@aol.com

National Organization for Victim Assistance
1757 Park Road, NW
Washington, DC 20010

Contact Person: Cheryl Tyiska
Telephone: 202/232-6682
Fax: 202/462-2255
E-Mail: cheryl@try-nova.org

Nazarene Disaster Response
1027 Featherstone Circle
Ocoee, FL 34761-3411

Contact Person: Jim Morsch
Telephone: 407/841-4082
Fax: 407/294-2275
E-Mail: jvmor@aol.com

Northwest Medical Teams International
P.O. Box 10
Portland, OR 97207-0010

Contact Person: Dick Roland
Telephone: 503/624-1000
Fax: 503/625-1001
E-Mail: nwmti@transport.com

The Phoenix Society for Burn Survivors
11 Rust Hill Road
Levittown, PA 19056

Contact Person: Wendy Hunt
Telephone: 800/888-2876
Fax: 603/889-4688

Points of Light Foundation
1400 Eye Street, NW.
Washington, DC 20005

Contact Person: Amy Hall
Telephone: 202/729-8175
Fax: 202/729-8100
E-Mail:

Presbyterian Disaster Assistance
100 Witherspoon Street
Louisville, KY 40202-1396

Contact Person: Stan Hankins
Telephone: 502/569-5797
Fax: 502/569-8039
E-Mail: stan.hankins@pcusa.org

NOTE: *Presbyterian Disaster Assistance is a program of the Presbyterian Church (USA)*

REACT International
242 Cleveland Avenue
P.O. Box 998
Wichita, KS 67214

Contact Person: Frederick Lanshe
Telephone: 610/434-3235
Fax: 610/434-3235
E-Mail: flansche@reactintl.com

The Salvation Army
615 Slaters Lane
P.O. Box 269
Alexandria, VA 22313

Contact Person: Major David Dalberg
Telephone: 703/519-5886
Fax: 703/519-5880
E-Mail: david_dalberg@usw.salvationarmy.org

Second Harvest National Network of Food Banks
116 South Michigan Avenue
Suite 4
Chicago, IL 60603

Contact Person: Chris Rebstock
Telephone: 312/263-2303
Fax: ext. 110
E-Mail: cfrebstock@secondharvest.org

Society of St. Vincent De Paul
58 Progress Parkway
St. Louis, MO 63043-3706

Contact Person: Robert Zaiki
Telephone: 314/576-3993
Fax: 314/576-6744
E-Mail: svdp@aol.com

Southern Baptist Disaster Relief
4200 North Point Parkway
Alpharetta, GA 30022-4176

Contact Person: Mickey Caison
Telephone: 770/410-6000
Fax: 770/410-6018
E-Mail: mcaison@compuserve.com

UJA Federation of North America
Suite 11E
11 Eighth Avenue
New York, NY 10011

Contact Person: Debra Stein
Telephone: 201/489-2700 x134
Fax: 201/489-3136
E-Mail: debra_stein@uja.com

United Methodist Committee on Relief
1601 North Kent Street
Suite 902
Arlington, VA 22209

Contact Person: F. Thomas Hazelwood
Telephone: 703/284-3601
Fax: 703/284-3602
E-Mail:

United States Service Command
1118 Sheridan Road
P.O. Box 1084
North Chicago, IL 60064

Contact Person: Joseph Howe
Telephone: 847/689-2545
Fax: 847/689-2549

Volunteers in Technical Assistance
1600 Wilson Boulevard
Suite 500
Arlington, VA 22209-1800

Contact Person: Richard Muffley
Telephone: 703/276-1800
Fax: 703/243-1865
E-Mail: rmuffley@vita.org

Volunteers of America
110 South Union Street
Alexandria, VA 22314

Contact Person: Chuck Gould
Telephone: 703/548-2288
Fax: 703/684-1972
E-Mail: cgould@voa.org

World Vision
P.O. Box 9716
Federal Way, WA 98063-9716

Contact Person: Mark Publow
Telephone: 206/815-2197
Fax: 206/815-3341
E-Mail: mpublow@wvccg.wvus.org

Appendix C

Steps For Developing A VOAD

When it has been decided that your community will develop a collaboration to partner the efforts of emergency management with the efforts of the voluntary agency community, the following steps are suggested. There is additional guidance provided on developing a VOAD at the NOVAD website: **www.nvoad.org**.

Step 1: Start now. Don't wait for a disaster to happen to establish a VOAD.

Step 2: Establish contacts.

- Meet with your local American Red Cross Disaster Services Representative to discuss your desire to develop a VOAD. The American Red Cross has Statements of Understanding with over 70 disaster responding agencies. Your American Red Cross may have already established a sound foundation for a VOAD.
- If you do not have a local American Red Cross, make a list of agencies in your community that may be willing to assist in emergency management. From this list, choose three or four that you think would be willing to help you plan an initial meeting.

Step 3: Prepare for an initial meeting.

- Discuss the goals for the initial meeting with your agency representatives.
- Draft the purpose of the VOAD.
- Prepare an invitee list, focusing on agencies that can assist in emergency management.

Step 4: Develop an agenda for the initial meeting. Include the following items.

- Welcome and introductions.
- Introduction of the emergency management program in your area.
- Introduction to the role of FEMA in emergency management.
- VOAD briefing.
- Discussion about the need to establish collaboration, emphasizing the benefits that collaboration would bring to your community. See *Unit Four: Working Together* for more information on the benefits of coordination.
- Discussion of the roles and responsibilities of the voluntary agency community, local emergency management, and FEMA throughout the entire emergency management cycle. See *Unit Three: Roles and Services of Disaster Relief Voluntary Agencies* for specific information on what activities voluntary agencies perform in each phase of emergency management.
- Establishment of a Planning Committee.
- Closing remarks.

Step 5: Send out invitations.

- Address the invitations to the senior management of each agency.
- Include a letter explaining the purpose of the meeting and the need to establish a community collaboration.
- Call to confirm that the invitations are received and to inquire about who will attend the meeting.

Step 6: Conduct the initial meeting.

- Ask a representative from the local emergency management agency or one of the voluntary agency representatives to chair the first meeting.
- Take notes during the meeting.
- Establish a Planning Committee to draft guidelines for membership criteria, draft the VOAD's mission and goals, and develop a list of priority issues that need to be addressed by the member agencies.

Step 7: Follow up on the meeting.

- Send out minutes of the meeting to all attendees.
- Schedule the next meeting
- Invite agencies to attend the next meeting.
- Encourage agencies to bring to the next meeting additional agencies that might have a role to play in the VOAD.

Step 8: Convene the newly-formed Planning Committee.

Step 9: Don't give up!

Appendix D

Additional Resources

This appendix is a resource section designed to help you continue learning after completing the course. Below is a list of recommended readings to provide additional information relevant to the information presented in this Independent Study course.

Adams, David, "Red Cross: Organizational Sources of Operational Problems." *American Behavioral Scientist*, 13(3), 392-403 (1970).

American Red Cross, Emergency and Community Services, "Chapter Activities in Disaster Community Education: A Resource Guide." Washington, D.C., 1986.

American Red Cross, "Donating to the American Red Cross." Washington, D.C., 1991.

American Red Cross, "Get the Picture? Quick Response Guide for Handling Gifts of Goods and Services During Disaster." Washington, D.C., 1991.

American Red Cross, "Material Assistance Manual: A Guide to Gifts of Goods and Services Program." Washington, D.C., 1989.

American Red Cross, "Meeting the Loma Prieta Challenge." Washington, D.C., 1991.

Anderson, Mary B. and Woodrow, Peter J., Rising From the Ashes: Development Strategies in Times of Disaster. Boulder and San Francisco: Westview Press, 1989.

Barry, John, Rising Tide: The Great Mississippi Flood of 1927 and How It Changed America. New York: Simon & Schuster, 1997.

Bair, Frank, Elliott, Cynthia, and Ruff, Bob, Hurricane Andrew: Storm of the Century. Fort Lauderdale: Dade Book Company, 1992.

- Beggs, John J., Haines, Valeria, and Hurlbert, Jeanne, "The Effects of Personal Network and Local Community Contexts on the Receipt of Formal Aid During Disaster Recovery." *International Journal of Mass Emergencies and Disasters* (1996).
- Blaikie, Piers, Cannon, Terry, Davis, Ian, and Wisner, Ben, At Risk: Natural Hazards, People's Vulnerability, and Disasters. London and New York: Routledge, 1994.
- Bohrer, Shirley, Faith Works...Here's How: The Greater Santa Cruz Interfaith Disaster Recovery Project's Response to the Loma Prieta Earthquake. Berkely: Inkworks Press; 1991.
- Bourque, Linda Brookover, "Agencies and the Los Angeles Earthquake." *Mass Emergencies*, 1(3), 217-228 (1976).
- Carley, Kathleen and Harrauld, John, "Hurricane Andrew: Organizing for Response--Comparing Practice, Plan and Theory." Boulder, Colorado: University of Colorado, Institute of Behavioral Science, Natural Hazards Research and Applications Information Center; *Quick Response Research Report*, 61 (1993).
- Clark, John, Democratizing Development: The Role of Voluntary Organizations. West Hartford: Kumarian Press, 1990.
- Colorado State University, "Unmet Needs of Disaster Victims in the United States." Fort Collins: Hazards Assessment Laboratory, 1985.
- Comerio, Mary, "The Impact of Housing Losses in the Northridge Earthquake: Recovery and Reconstruction Issues." University of California, Center for Environmental Design Research, CEDR, 131 (1996) 14-96.
- Connelly, Frank and Jenks, George, Official History of the Johnstown Flood. Pittsburgh: Journalist Publishing; 1889.
- Council of State Governments, "Responding to Emergencies," *State Government News*, 1990.
- Cowley, R. Adam, "Mass Casualties: A Lessons Learned Approach--Accidents, Civil Unrest, Natural Disasters, Terrorism." U.S. Dept. of Transportation, National Highway Traffic Safety Administration, 1982.
- Cuny, Frederick C., Disasters and Development. New York and Oxford University Press, 1983.
- Drabek, Thomas, "The Evolution of Emergency Management." Emergency Management: Principles and Practice for Local Government, International City Management Association; Washington, D.C., 1991.
- Erickson, Patricia; Drabek, Thomas; Key, William, and Crowe, Juanita, "Families in Disaster: Patterns of Recovery." *Mass Emergencies*, 1(3) (1976): 203-216.

- Fairchild, Thomas, Mental Health Services and Elderly Disaster Victims. North Texas State University, Denton, 1984.
- Fairchild, Thomas and White, Debra, "Organizational Response to Mental Health Needs of Elderly Disaster." North Texas State University, Denton, 1981.
- Form, William and Nosow, Sigmund, "Community in Disaster." New York: Harper and Brothers; 1958.
- Fraser, James and Spicka, Douglas, "Handling the Emotional Response to Disaster: The Case for American Red Cross/Community Mental Health Collaboration." *Community Mental Health Journal*, 17(4) (1981): 255-264.
- Gillespie, David, "Coordinating Community Resources." Emergency Management: Principles and Practice for Local Government, International City Management Association; Washington, D.C., 1991.
- Gillespie, David; Colignon, Richard; Banerjee, Mahasweta, Murty, Susan, and Rogge, Mary, "Partnerships for Community Preparedness." Boulder, Colorado: University of Colorado, Institute of Behavioral Science, Natural Hazards Research Assessment and Information Center; Observer 17, May 1993.
- Gruntfest, Eve, "Twenty Years Later: What Have We Learned Since the Gg Thompson Flood?." Natural Hazards Research and Applications Information Center Special Publication No. 33205, July 1996.
- Hand, Heather, "The Red Cross in Emergencies: The Unsung Heroes." *Emergency Preparedness Digest*, April-June 1990.
- Harrald, John, "Emotion and the American Red Cross's Response to Hurricane Hugo and the Loma Prieta Earthquake." UCLA International Conference on the Impacts of Natural Disasters; Los Angeles, California, 1991.
- Kuhnle, Stein and Selle, Per, Government and Voluntary Organizations. Vermont: Ashgate Publishing Co., 1992.
- Miller, Kristen and Simile, Catherine, "They Could See Stars from Their Beds: The Plight of the Rural Poor in the Aftermath of Hurricane Hugo." Newark, Delaware: University of Delaware, Disaster Research Center, Preliminary Paper No. 175, 1992.
- National Donations Steering Committee, The Donations Management Guidance Manual. Federal Emergency Management Agency, 1995.
- Neal, David, "The Consequences of Excessive Unrequested Donations: The Case of Hurricane Andrew." *Disaster Management*, 6(1) (1994): 23-28.
- Neal, David, "Volunteer Organization Responses to the Loma Prieta Earthquake: Studies of Short-Term Impacts." Boulder, Colorado, University of Colorado, Institute of Behavioral Science, Natural Hazards Research and Applications Information Center; Monograph No. 50, 1990.

- Popkin, Roy, "The American Red Cross Response to Disasters." *Mass Emergencies*, 3(1) (1978): 49-53.
- Quarantelli, E. L. and Pelanda, Carlo, "Preparations for, Responses to, and Recovery from Major Community Disasters." University of Delaware, Disaster Research Center, Report Series No. 22351, 1989.
- Rubin, Claire and Popkin, Roy, "Disaster Recovery After Hurricane Hugo in South Carolina." Boulder, Colorado: University of Colorado, Institute of Behavioral Science, Natural Hazards Research and Applications Information Center; Working Paper No. 69, 1991.
- Sinha, Dilip Kumar, "Natural Disaster Reduction for the Nineties: Perspectives, Aspects, and Strategies." *International Journal Services*; 1992.
- Smith, Martin, "American Religious Organizations in Disaster: A Study of Congregational Response to Disaster." *Mass Emergencies*, 3(2/3) (1978): 133-142.
- Smithsonian Institution with H.J. DeBlij, Nature on the Rampage. Login Publishers Consortium, 1994.
- State of Iowa, Resource Directory--Programs Offering Floodplain Management Alternatives in Iowa: A State, Federal and Volunteer Agency Partnership. 1994.
- St. Laurent, Denise, "Are You Ready to Feed Evacuees in Time of Disaster?." *Emergency Preparedness Digest*, January-March 1995.
- The Yomiuri Shimbun, Chronicle: The Great Hanshin Earthquake. Japan: IBH Communications, 1996.
- Thomas, Mike, "To the Rescue." *Orlando Sentinel*, November 1, 1992.
- Wellborn, Stanley N., Whitman, David, and Collins, John. "After Disasters, Who Pays to Pick Up the Pieces?." *U.S. News and World Report*, September 1985.
- Whitehead, Judith and Sadkowski, May, "Volunteers: Being There When it Counts." *Emergency Preparedness Digest*, April-June, 1989.
- Yankee Books, Camden, Maine, New England's Disastrous Weather, 1990.

Appendix E

Answers to Pretest And Check Your Memory

PRETEST

1. a (Material covered in Unit One)
2. a (Material covered in Unit One)
3. d (Material covered in Unit Two)
4. a (Material covered in Unit Two)
5. b (Material covered in Unit Two)
6. c (Material covered in Unit Two)
7. a (Material covered in Unit Two)
8. b (Material covered in Unit Two)
9. d (Material covered in Unit Four)
10. a (Material covered in Unit Three)
11. c (Material covered in Unit Three)
12. b (Material covered in Unit Three)
13. d (Material covered in Unit Three)
14. c (Material covered in Unit Three)
15. d (Material covered in Unit Three)
16. f (Material covered in Unit Three)
17. a (Material covered in Unit Three)
18. d (Material covered in Unit Three)
19. b (Material covered in Unit Three)
20. e (Material covered in Unit Three)
21. c (Material covered in Unit Three)
22. d (Material covered in Unit Four)
23. b (Material covered in Unit Four)
24. b (Material covered in Unit Four)
25. d (Material covered in Unit Four)

CHECK YOUR MEMORY

Unit One

1. d (See page 1-2)
2. a (See page 1-5)
3. b (See page 1-6)
4. a (See page 1-9)
5. a (See page 1-9)

Unit Two

1. b (See page 2-4)
2. d (See page 2-8)
3. b (See page 2-13)
4. c (See page 2-17)
5. a (See page 2-23)

Unit Three

1. a (See page 3-4)
2. c (See page 3-6)
3. a (See page 3-15)
4. d (See page 3-7)
5. b (See page 3-7)

Unit Four

1. d (See page 4-3)
2. b (See page 4-19)
3. c (See page 4-21)
4. a (See page 4-23)
5. a (See page 4-26)

Appendix F

Final Exam

HOW TO TAKE THE FINAL EXAMINATION

The following final examination is designed to find out how much you have learned about the role of voluntary agencies in emergency management.

A pre-printed final examination answer sheet is included with the course. The answer sheet includes room for your name, address, Social Security number, and the date. Please mark your responses in the appropriate spaces using a soft lead #2 pencil.

While taking the final examination, read each question carefully and select the answer that you think is correct after reading all the possible choices. Complete all of the questions. You may refer to the course materials to help you answer the questions.

When you have answered all of the questions, prepare the answer sheet as directed and drop it in the mail. Your answers will be scored and the results returned to you as quickly as possible. If you score 75 percent or higher, you will receive a certificate of completion from FEMA. If you score less than 75 percent, you will be given another chance to take the test.

The final examination consists of 50 questions and should take you no more than 60 minutes to complete. Find a quiet spot where you will not be interrupted during this time.

THE FINAL EXAMINATION

THE ROLE OF VOLUNTARY AGENCIES IN EMERGENCY MANAGEMENT

Carefully read each question and all of the possible answers before marking your responses on the answer sheet. There is only one correct response for each test item. Mark each answer on the answer sheet by filling in the appropriate space with a soft lead #2 pencil.

1. Financial support for voluntary agencies is generally provided through donations.
 - a. True
 - b. False

2. Which of the following is **not** a type of disaster relief voluntary agency?
 - a. Church organizations
 - b. Community-based organizations
 - c. Local emergency management agencies
 - d. Community service groups

3. During which emergency management phase do voluntary agencies assist in developing community disaster plans, train disaster responders, and provide community disaster education?
 - a. Response
 - b. Preparedness
 - c. Recovery
 - d. Mitigation

4. FEMA's programs and authorities are described in which act?
 - a. The Volunteer Protection Act
 - b. The McKinney Act
 - c. The Hatch Act
 - d. The Robert T. Stafford Act

5. Voluntary agencies should be able to address all of the needs of disaster victims.
 - a. True
 - b. False

6. Voluntary agencies are trusted by the public for which of the following reasons?
 - a. They are knowledgeable about the local community and its unique circumstances.
 - b. They have staff and volunteers who are representative of the many different populations in the community.
 - c. They are skilled in listening to the concerns of others.
 - d. All of the above.

7. In the sequence of delivery of disaster services, the activities of the Resource Coordination Committee/Unmet Needs Committee occur after the provision of emergency relief services.
 - a. True
 - b. False

8. Which level of government and voluntary agencies should be the first line of defense in responding to disasters?
 - a. State
 - b. Federal
 - c. Local
 - d. Regional

9. When a disaster occurs, people should help by cleaning out their closets, pantries, and garages for any type of donated good.
 - a. True
 - b. False

10. Who began the first U.S. volunteer fire fighting company?
 - a. Benjamin Franklin
 - b. John Adams
 - c. Patrick Henry
 - d. Thomas Jefferson

11. Which voluntary agency had women volunteers during World War I serve as chaplains and “doughnut girls”?
 - a. The American Red Cross
 - b. The YWCA
 - c. Catholic Charities USA Disaster Response
 - d. The Salvation Army

12. Which period marked the beginning of more Federal social service assistance because churches and voluntary agencies were incapable of meeting the needs of people in their communities?
- a. The Industrialization period
 - b. World War I
 - c. The Great Depression
 - d. World War II
13. Which U.S. President launched ACTION, a peacetime effort to stimulate a major American volunteer force?
- a. President Nixon
 - b. President Ford
 - c. President Bush
 - d. President Carter
14. The American Red Cross responds to over 64,000 disasters and emergencies every year.
- a. True
 - b. False
15. Which of the following is the deadliest flood in U.S. history, claiming over 2,200 lives?
- a. The Great Mississippi Flood (1927)
 - b. The Johnstown Flood (1889)
 - c. The Red River Floods (1997)
 - d. The Midwest Floods (1993)

For questions 16-20, please match the description in the left-hand column with the correct historical disaster on the right.

16. The Salvation Army developed local, regional, and national disaster services programs after this disaster.	a. Anchorage Alaska Earthquake (1964)
17. This disaster marked the beginning of more Federal involvement in the recovery phase of disaster work.	b. Oklahoma City Bombing (1995)
18. This disaster led to the emergence of the Resource Coordination Committee/Unmet Needs Committee	c. Hurricane Hugo (1989)
19. This disaster led to the first serious effort to address the problem of unsolicited donated goods.	d. Galveston Hurricane (1900)
20. The disaster required the long-term counseling skills of voluntary agencies for disaster victims and workers	e. Hurricane Andrew (1992)

21. Which voluntary agency has its origin in India?

- a. Church of the Brethren Disaster Response
- b. Church World Service Disaster Response
- c. Ananda Marga Universal Relief Team
- d. Nazarene Disaster Response

22. Which voluntary agency was formed by four brothers in direct response to the devastating effects of Hurricane Andrew?

- a. The Northwest Medical Teams International
- b. Christian Disaster Response
- c. American Radio Relay League
- d. National Emergency Response Team

23. Which voluntary agency developed in response to the sporadic and unorganized assistance provided after Hurricane Beulah in 1967?

- a. Adventist Community Services
- b. Second Harvest National Network of Food Banks
- c. Southern Baptist Disaster Relief
- d. Mennonite Disaster Services

24. Which voluntary agency began as an evangelical group that preached to poor people living in London's East End?
- a. Catholic Charities USA Disaster Response
 - b. The Salvation Army
 - c. Christian Reformed World Relief Committee
 - d. The Episcopal Church Presiding Bishop's Fund for World Relief
25. Every voluntary agency participates in each phase of the emergency management cycle.
- a. True
 - b. False
26. Which of the following is a benefit of effective mitigation activities?
- a. Reduced damage to property
 - b. Accelerated economic recovery
 - c. Reduced number of lost lives
 - d. All of the above
27. What is the first step in implementing Project Impact—a FEMA-initiated multi-million dollar mitigation effort?
- a. Advocate for stronger building codes
 - b. Assess communities' risks for disaster
 - c. Build community partnerships
 - d. Develop plans to build disaster resistant communities
28. Which disaster relief service may be provided by voluntary agencies during all four emergency management phases?
- a. Child care
 - b. Debris removal
 - c. Advocacy
 - d. Emergency assistance
29. Which voluntary agency provides counseling to disaster-affected individuals and families?
- a. Lutheran Disaster Response
 - b. National Organization for Victim Assistance
 - c. United Methodist Committee on Relief
 - d. All of the above

30. Which voluntary agency does **not** provide debris removal services after disasters?

- a. Points of Light Foundation
- b. Lutheran Disaster Response
- c. Church of the Brethren Disaster Response
- d. Mennonite Disaster Services

For questions 31-35, please match the disaster relief service described in the left-hand column with the correct voluntary agency on the right.

31. Establishes child care centers following disasters through its Cooperative Disaster Child Care Program	a. Church World Service Disaster Response
32. Forms interfaith organizations to respond to unmet needs during the recovery phase.	b. REACT International
33. Provides a broad spectrum of training and employment initiatives needed in disasters.	c. Second Harvest National Network of Food Banks
34. Provides emergency communication facilities for other agencies.	d. Church of the Brethren Disaster Response
35. Collects, transports, warehouses, and distributes donated groceries for other agencies.	e. International Association of Jewish Vocational Services

36. Coordination among all sectors of the emergency management community must occur during all four phases of the emergency management cycle.

- a. True
- b. False

37. Which of the following is required for successful voluntary agency coordination?

- a. A commitment to shared decision-making
- b. A willingness to share information and resources
- c. Respect for each other's mission and diversity
- d. All of the above

38. Organizations involved in disaster relief may have different goals and priorities.

- a. True
- b. False

39. For the most part, the source of volunteer labor remains stable.

- a. True
- b. False

For questions 40-44, please match the description in the left-hand column with the correct item on the right.

40. Provides guidance to the FEMA regional offices on the role of voluntary agencies.	a. FEMA Voluntary Agency Liaison
41. Manages unsolicited donated goods and spontaneous volunteers during a disaster.	b. NVOAD
42. Is a consortium of recognized national voluntary agencies active in disaster.	c. The VOAD Movement
43. Addresses the long-term unmet needs of families affected by disasters.	d. Donations Coordination Team
44. Came about in order to ensure an effective response to disasters at the State and local levels.	e. Resource Coordination Committee/ Unmet Needs Committee

45. NVOAD's mission is based on which of the following values?

- a. Cooperation
- b. Communication
- c. Coordination
- d. All of the above

46. The first State VOAD was formed in what year?

- a. 1970
- b. 1985
- c. 1975
- d. 1990

47. Which of the following would be the most likely starting point in a local community for the Resource Coordination Committee/Unmet Needs Committee?
- a. The State emergency management agency
 - b. The regional FEMA office
 - c. Local interfaith organizations
 - d. A consortium of other Federal agencies
48. Which of the following would a voluntary agency contact with regard to training issues.
- a. The EMI Voluntary Agency Liaison
 - b. The FEMA Voluntary Agency Liaison
 - c. The State Donations Coordinator
 - d. None of the above
49. Which of the following is one of the National Donations Management Strategy's key points?
- a. Donations don't begin until after a Federal declaration.
 - b. It is only unsolicited goods and unaffiliated volunteers that are of concern.
 - c. The Federal government is ultimately in charge of managing unsolicited donations.
 - d. Clothing is the preferred donation.
50. The public's involvement and support of voluntary agencies with in-kind and cash donations is essential to the disaster recovery process.
- a. True
 - b. False